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# Program Memorandum Intermediaries

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Department of Health &  
Human Services (DHHS)  
Centers for Medicare &  
Medicaid Services (CMS)

Transmittal A-03-049

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## CHANGE REQUEST 2718

**SUBJECT: Fiscal Intermediaries (FIs) Must Install and Use SuperOp with the Fiscal Intermediary Standard System (FISS)**

The CMS has added the functionality of an expert system (SuperOp) to FISS. The FISS maintainer will be creating SuperOp “national events” to implement CMS mandates appropriate to this technology, so it is therefore imperative that all FIs install this system as part of FISS, or they will not be able to process Medicare claims correctly. We understand that some FIs have other Expert Systems or artificial intelligence software. These FIs will need to reconfigure any local artificial intelligence software to ensure that the SuperOp logic takes precedence, or disable it if that is not an option.

SuperOp is part of the FISS system, and any national events that the FISS maintainer develops to implement CMS mandates will follow the processes in place to design, develop, test and implement such changes.

The costs of licensing and maintenance will be paid by CMS as part of its contract with Arkansas Blue Cross/Blue Shield, the FISS maintainer. The existing contracts that some FIs have with ViPS for SuperOp will not be extended or renewed, but will phase-out at the end of each period of performance.

To ensure consistent communication among all FISS users, all issues related to SuperOp, e.g., questions regarding national events, requests for advice or assistance in using the tool, will be through the established INFOMAN procedures. While those FIs with sunseting agreements with ViPS can continue to contact ViPS directly in accordance with their contracts, items related to national events must also be captured in INFOMAN for the benefit of all FISS users.

**The *effective date* for this Program Memorandum (PM) May 1, 2003.**

**The *implementation date* for this PM is June 20, 2003.**

**These instructions should be implemented within your current operating budget.**

**This PM may be discarded June 30, 2004.**

**If you have any questions, contact Melvin Broussard (410-786-3699) or Stephanie McDuffie (410-786-6360).**